



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
PREVENTION SERVICES SUPERVISOR
(HEALTHY FAMILIES/PREVENTION SERVICES)
HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position provides supervision for the staff assigned to screening, assessment and intake processes associated with home visiting services and is responsible for reporting requirements of the home visiting program. Reports to the Senior Prevention Services Supervisor.

ESSENTIAL JOB FUNCTIONS

Responsible for the effective supervision and administration of assigned Home Visiting staff including prioritizing and assigning work, performance management, employee relations, training, and related activities; monitors and reviews home visit observations and chart reviews.. Responsible for interpreting and clarifying program policies and procedures; assists staff with difficult and complex cases; advises staff on difficult issues and makes decisions on exceptional cases to manage and implement appropriate services and assistance.

Makes and recommends referrals for services by being knowledgeable of local services and resources, collaborates with community agencies responsible for providing maternal and infant healthcare services and parent support groups.

Serves as a liaison to federal, state and local agencies, state communities, professional boards and task force groups; and collaborates with other agencies to develop and coordinate resources in order to establish effective working relationships. Provides training and education on a variety of social work topics and remains abreast of current statewide policy initiatives and best practices related to the Human Services field.

Performs related duties by conducting assessments, preparing written reports and service plans, attending and coordinating related meetings, and seeking to resolve crisis situations for families and individuals.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Human Services – Thorough knowledge of social work principles and practices including federal, state, and local regulations affecting human service programs. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Case Management – Knowledge of case management techniques, principles and practices to evaluate and coordinate the delivery of public assistance to customers and their families.
- Supervision – Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Critical Thinking – Uses logic and reasoning to understand, analyze, and evaluate complex situations and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.
- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with customers, employees, managers, and representatives from other departments and organizations.
- Computer Skills – Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

REQUIRED ABILITIES

- Coordination of Work – Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Communication – Excellent ability to communicate ideas and proposals effectively to diverse audiences to include preparing and conducting training, preparation of reports, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in a human services or related field with some home visiting experience and 1-2 years of lead or supervisory experience, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.